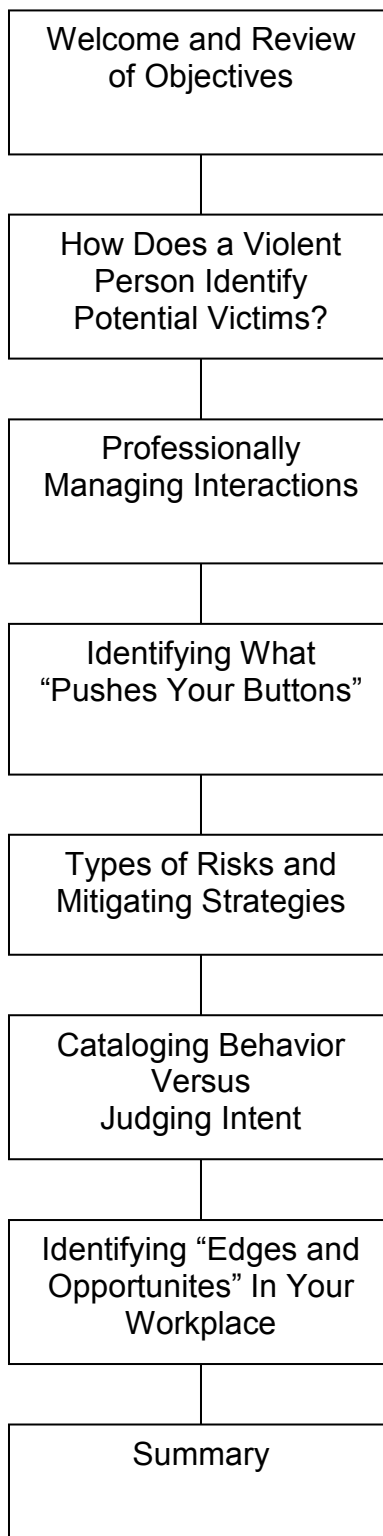


Personal Safety and Security: What Every Employee Should Know! Course Map



How to Interact with the Instructor

We encourage you to ask questions and share your comments with the instructors throughout this TELNPS course.

If you were physically in the classroom with the instructor, you would raise your hand to let him know you had a question or comment. Then you would wait for the instructor to recognize you and ask for your question. We are all familiar with that “protocol” for asking questions or making comments.

With TELNPS courses there is also a “protocol” to follow to ensure you can easily ask questions and others can participate as well. It may seem a little strange at first asking a question of a TV monitor. Remember, it is the instructor you are interacting with and not the monitor. As you ask more questions and participate in more TELNPS courses, you will soon be focusing only on the content of your question and not the equipment you are using to ask it.

As part of the TEL station equipment at your location, there are several push to talk microphones. Depending on the number of students at your location, you may have one directly in front of you or you may be sharing one with other students at your table.

*When you have a question, press the push to talk button and say,
“Excuse me [instructor’s first name], this is [your first name]
at [your location]. I have a question (or I have a comment).”
Then release the push to talk button. This is important.
Until you release the button, you will not be able to hear the instructor.*

The instructor will acknowledge you and then ask for your question or comment. Stating your name and location not only helps the instructor, but also helps other students who are participating at different locations to get to know their classmates.

Course Objectives**Notes**

At the conclusion of this course, you should be able to:

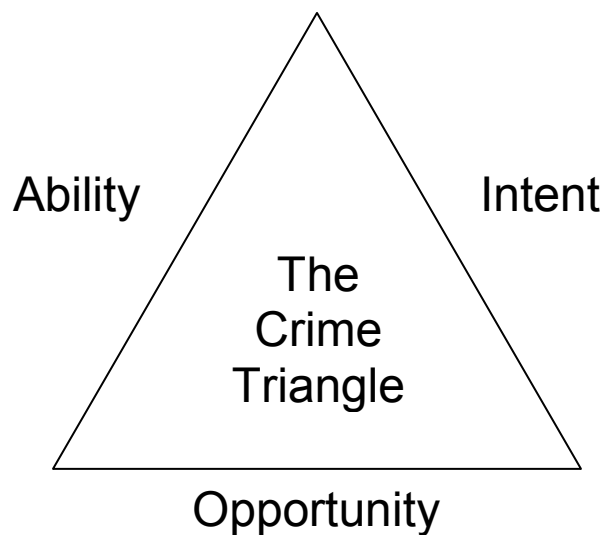
1. Explain the process that a violent person goes through in identifying potential victims.
2. Demonstrate how to manage a communication interaction to enhance your personal security and safety and guide people into being a compliant visitor.
3. Identify those things that “push your buttons” and elevate your emotions in a communication interaction. Explain how being aware of your “buttons” can help you to remain in control of an interaction.
4. Describe the two types of risks and ways to mitigate risks that you cannot afford to take.
5. Demonstrate how to catalog behavior versus judging intent.
6. Conduct a workplace assessment of your work area that identifies risks (edges and opportunities) and provides specific recommendations for mitigating those risks.
7. Define edges, opportunities, and awareness.

What Do Our Visitors Want to Do?**Notes**

90% are there to have fun, enjoy the outdoors and follow the rules
2% are looking for opportunities to cause harm

8% could go either way

We can make a difference with the 8%!

What Do Criminals Look For?

We cannot control the criminal's intent.
We cannot control the criminal's ability.
We can control the opportunity!

"Opportunity is a gift and you're NOT getting one!"

What Do Criminals Look For? (continued)**Notes**

What creates an opportunity for a crime?

1. The skill of the criminal, ruthlessness and daring.
2. The carelessness and lack of attention to security by the potential victim.

Criminals “interview” their potential victims –

Does the potential victim have broad awareness or a narrow focus?

Are there times when the potential victim is an easier target?

Are there places where the potential victim is an easier target?

What is broad sweeping awareness?

- Broad sweeping perspective
- Aware of day to day so that you notice things out of place
- Avoid narrow fixation

**“Ranger, where is the...”**

As you watch this short clip, answer the following questions:

- Is there an interview taking place?
- If so, what is the question?
- Does the ranger have a narrow focus or a broad sweeping awareness?
- How long does the interaction last?

Professionally Managing Interactions**Notes**

Do we project professionalism?

- Uniform wear: Shoes polished, neat, tucked in?
- Physical presence / body language: Confident posture?
- Vehicle: Clean, orderly?
- Communication / interactions: Responsive not reactive?

“I am aware and I know how to handle myself!”

**“Ranger, my girlfriend’s hurt...”**

As you watch this short clip, answer the following questions:

- Is there an interview taking place?
- If so, what is the question?
- Does the ranger project professionalism? Who is in control?
- How long does the interaction last?

Handling Inappropriate Questions:

1. First time: Ignore it – ask how you can help
2. Second time: Emphasize why you are there, ask how you can help
3. Third time: Be thinking of ways to have someone manage the individual.

What Are “Buttons”?

- We all have egos
- Our “buttons” are things that people say or do that may cause us to react rather than respond
- “Button pushers” hope to get us to react
- If we react, we give away control of the situation

**What Pushes Your “Buttons”?**

Take 2-3 minutes to quickly list some of the things that may cause you to react – what “buttons” might someone push? Is there a particular phrase that some people use, a pet peeve that irritates you? What can you do to avoid reacting to a “button pusher”?

Professionally Managing Interactions (continued)**Notes**

Restoration of Power

- Power = ability to be effective
- How can I make them the most effective visitor?
- What alternative is available to solve the situation?

Dealing with Angry or Frustrated Visitors

- Realize it is not your fault – you just happened to give them the last “green stamp”
- Empathize – how would you feel if you’d been traveling all day
- Try to meet some of their needs
- Can you provide alternatives?

**“I need to post an easement...”**

As you watch this short clip, answer the following questions:

- Is there an interview taking place?
- If so, what is the question?
- Does the FWS employee project professionalism?
- Is he responsive or reactive?
- How long does the interaction last?

Types of Risks and Mitigating Strategies

Notes

A risk is an action that leads to unpredictable results.

There are two types of risk:

1. Those you can afford to take
2. Those you cannot afford to take

Mitigating strategies are those things that move risks from ones you cannot afford to take to ones that you can afford to take.

Assessing risks to our personal security:

- It requires that we have a broad sweeping awareness
- Don't assume that "common sense" will mitigate the risk
- Identify mitigating strategies to make the risk one that you can afford to take



"We're having a program..."

The ranger was asked to go through the campground and invite visitors to an interpretive program. Is there a risk here? If so, does the ranger do anything to mitigate the risk? Does the ranger have broad awareness or a narrow focus?



Risks At Your Park

Take 2-3 minutes to identify a task that is done at your park that could result in unacceptable risks to personal security. What mitigating strategies can be put into place to make this a risk that you can afford to take?

Cataloging Behavior Versus Judging Intent**Notes**

What is judging intent?

- Focuses on the “why”
- Depends on “divining” the intent or ability (things we can not control)
- Overestimates ability to discern deception
- Minimizes things that are out of place
- Wastes energy and time in emergencies

Warning Phrases!

- “It’s probably just...”
- “He/she is probably only...”

The moment we begin judging intent is the same moment we begin to give away control of the situation.

We are beginning to react rather than to respond!

What is cataloging behavior?

- Focuses on “what” is happening, doesn’t care about the “why”
- Notes details, increased awareness
- Identifies risks that you cannot afford to take
- Focuses on NOT providing an opportunity

Identifying Edges and Opportunities**Notes**

What are “edges”?

- A place you cannot clearly see
i.e. Around a corner, behind a door, behind a tree, in a dark shadow
- A favorite hiding place for opportunists looking for easy targets

And edge is a risk! How do we mitigate the risk?

- Get rid of the edge
- Greater awareness
- Change the way you approach the edge

Travel and Conferences

- Hotels
Check doors before entering
Don't hang “interview” answers on your doorknob
- Elevators
- Remove conference badges

Assessing Your Facility for Edges and Opportunities:

1. Assess your entire facility
2. Clearly identify crime opportunities
Who
Where
When
How
3. Assess your assets:
Landscape/lighting/doors Hiring/staffing
Training/Scheduling Barriers
4. Critique (not criticism):
Strip away self-deception Teamwork
What can you control?
5. Let your team know:
Policy The plan How to access information

How can you change your workplace to stack the safety deck in your favor?

Summary and Q&A***Notes***

Remember:

- Have broad sweeping awareness
- Project professionalism - respond, don't react!
- Mitigate risks, recognize those risks you cannot afford to take
- Catalog behavior don't judge intent
- Get rid of edges.



What are some key learning points that you are taking away from this workshop? Why?

Take 2-3 minutes to identify some of the key learning points that you believe you will be able to immediately apply following the workshop. Why did those points stand out?

To receive course credit –

Make sure you sign the attendance roster.

Please complete the course evaluation today at
www.GovLearning.net/evals